

Position Description

POSITION: Field Project Manager

INCUMBENT: New

LOCATION: UK

REPORTS TO: CM UK

DATE PREPARED: DEC, 2011

SUMMARY:

The Field Project Manager will provide sales and operations support for UK key accounts in order to ensure a high quality customer experience.

RESPONSIBILITIES:

- Collaborate with Business Development Manager in order to ensure a high quality customer experience for UK accounts.
- Demonstrate end to end project management skills within a complex retail operation, including product roll outs, product replenishments, and special projects.
- Proactively understand and report on order trends, replenishment needs, and store refits.
- Ensure that these retailers have the right InVue products in the right places at the right times.
- Visit retail store locations to support product maintenance, retail store personnel training, troubleshooting initiatives, and the resolution of product and customer issues.
- Support major product roll outs and tests including the coordination of printed materials, the management of product tests and replenishments, communication with key stakeholders, and the oversight of InVue's servicing partner.
- Ensure successful on time delivery of InVue products in sync with retail roll out programs.
- Gather and report on power up needs for retail products on display.
- Learn total retailers business and provide recommendations for InVue process improvement, including inventory management, product roll outs, store personnel training, and overall customer support.
- Assist Business Development Managers with quotes and pricing.

QUALIFICATIONS:

- University degree preferred.
- 3+ years of experience in a project management capacity, preferably within a retail environment.
- Adept at conducting analytical research and reporting on product trends and customer needs.
- Proficient with Microsoft Office programs, including Word, Excel, PowerPoint, and Outlook.
- Competent using databases and software relevant to project management.

- Effective interpersonal and communication skills, including the ability to interface with personnel at all levels and across various functions, both written and verbally
- Strong problem solving skills and commitment to customer service.
- Working both independently and in a team-oriented, collaborative environment.
- Effectively prioritizing and execute tasks in a high-pressure environment.
- Adapting to shifting priorities, demands, and timelines promptly and efficiently.
- Defusing tension among project team members, should it arise.
- Bringing projects to successful completion through organization and people skills.
- Traveling across UK in order to support InVue and retailers business needs.
- Working effectively from a home office.